

Survey Summary by Originating Organization / Agency

For Surveys created from 12/09/2003 to 12/15/2003 and responded to through 12/17/2003

This report groups and analyzes the results of the DIT Remedy Help Desk survey by the organization or agency that the call originated from. The Information Officers and the agencies they are responsible for are shown below. For each question in each organization the total number of responses for each rating is totaled under the corresponding heading (Very Good, Good, Average, Poor, Very Poor) and an average for all responses for that question is given under the column Average Rating. A total count of the number of answers with comments for each question is shown under the Total Comments column. Summary information and averages for all surveys can be found on the last page of the report.

Information Officer	Agencies Supported
Susan Doby	FIA, DCH
James Hogan	CIS, Education, Career Development
Gary Blair	MSP, Corrections, DMVA, Attorney General
Lynn Draschil	HAL, DNR, DEQ, Agriculture
David Borzenski	Treasury, Secretary of State
C. Douglass Couto	MDOT, DMB, Civil Service, Civil Rights, DIT

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Organization / Agency							
<u>Attorney General</u>	7 Survey(s) Found						
Was the service provided in a timely manner?	4	1	0	1	1	3.86	1
Was the technician knowledgeable?	5	0	0	0	0	5.00	1
Was the problem solved to your satisfaction?	6	0	0	0	1	4.43	1
Was the technician friendly?	5	0	0	0	0	5.00	1
Was the solution of your problem clearly communicated to you?	3	2	1	0	1	3.86	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	7				0
Was your problem resolved with your initial contact to DIT Support?	4	3	0				1
<u>Dept Information Technology</u>	22 Survey(s) Found						
Was the service provided in a timely manner?	17	4	0	0	0	4.81	0
Was the technician knowledgeable?	16	4	0	0	0	4.80	2
Was the problem solved to your satisfaction?	18	2	0	0	0	4.90	0
Was the technician friendly?	19	1	0	0	0	4.95	2
Was the solution of your problem clearly communicated to you?	17	4	0	0	0	4.81	0
If Field Services visited your workstation did they leave a note explaining what was done?	8	0	14				0
Was your problem resolved with your initial contact to DIT Support?	10	6	4				1
<u>Dept of Agriculture</u>	1 Survey(s) Found						
Was the service provided in a timely manner?	0	1	0	0	0	4.00	0
Was the technician knowledgeable?	0	1	0	0	0	4.00	0
Was the problem solved to your satisfaction?	0	1	0	0	0	4.00	0
Was the technician friendly?	0	1	0	0	0	4.00	0
Was the solution of your problem clearly communicated to you?	0	1	0	0	0	4.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	1				0
Was your problem resolved with your initial contact to DIT Support?	1	0	0				0

<u>Organization / Agency</u>	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Dept of Career Development	9 Survey(s) Found						
Was the service provided in a timely manner?	3	3	1	1	1	3.67	1
Was the technician knowledgeable?	3	4	1	0	1	3.89	2
Was the problem solved to your satisfaction?	4	4	0	0	1	4.11	1
Was the technician friendly?	5	3	0	0	1	4.22	1
Was the solution of your problem clearly communicated to you?	2	6	0	0	1	3.89	1
If Field Services visited your workstation did they leave a note explaining what was done?	1	2	5				1
Was your problem resolved with your initial contact to DIT Support?	4	4	1				2
Dept of Civil Service	1 Survey(s) Found						
Was the service provided in a timely manner?	1	0	0	0	0	5.00	1
Was the technician knowledgeable?	1	0	0	0	0	5.00	0
Was the problem solved to your satisfaction?	1	0	0	0	0	5.00	0
Was the technician friendly?	1	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	1	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	1				0
Was your problem resolved with your initial contact to DIT Support?	1	0	0				0
Dept of Community Health	27 Survey(s) Found						
Was the service provided in a timely manner?	19	5	3	0	0	4.59	4
Was the technician knowledgeable?	20	5	1	0	0	4.73	5
Was the problem solved to your satisfaction?	23	2	2	0	0	4.78	4
Was the technician friendly?	25	2	0	0	0	4.93	3
Was the solution of your problem clearly communicated to you?	21	5	1	0	0	4.74	3
If Field Services visited your workstation did they leave a note explaining what was done?	4	1	21				4
Was your problem resolved with your initial contact to DIT Support?	17	7	3				5
Dept of Consumer Ind Services	26 Survey(s) Found						
Was the service provided in a timely manner?	15	5	5	0	1	4.27	5
Was the technician knowledgeable?	19	5	0	1	1	4.54	3
Was the problem solved to your satisfaction?	15	8	2	1	0	4.42	5
Was the technician friendly?	21	3	2	0	0	4.73	2
Was the solution of your problem clearly communicated to you?	15	6	3	0	2	4.23	4
If Field Services visited your workstation did they leave a note explaining what was done?	3	3	20				5
Was your problem resolved with your initial contact to DIT Support?	15	9	2				3
Dept of Corrections	71 Survey(s) Found						
Was the service provided in a timely manner?	54	13	2	1	1	4.66	4
Was the technician knowledgeable?	57	9	1	0	1	4.78	6
Was the problem solved to your satisfaction?	57	10	1	0	1	4.77	3
Was the technician friendly?	57	10	0	0	1	4.79	7
Was the solution of your problem clearly communicated to you?	52	12	2	1	1	4.66	6
If Field Services visited your workstation did they leave a note explaining what was done?	14	2	53				2
Was your problem resolved with your initial contact to DIT Support?	56	9	3				4

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Dept of Education</u>	16 Survey(s) Found						
Was the service provided in a timely manner?	13	1	0	1	1	4.50	2
Was the technician knowledgeable?	14	1	1	0	0	4.81	0
Was the problem solved to your satisfaction?	13	2	0	0	1	4.63	1
Was the technician friendly?	14	2	0	0	0	4.88	0
Was the solution of your problem clearly communicated to you?	13	0	1	1	1	4.44	1
If Field Services visited your workstation did they leave a note explaining what was done?	10	0	6				0
Was your problem resolved with your initial contact to DIT Support?	13	2	1				1
<u>Dept of Environmental Quality</u>							
<u>Dept of Environmental Quality</u>	27 Survey(s) Found						
Was the service provided in a timely manner?	21	3	0	1	2	4.48	3
Was the technician knowledgeable?	20	4	1	0	1	4.62	1
Was the problem solved to your satisfaction?	21	3	0	1	2	4.48	4
Was the technician friendly?	23	3	0	0	0	4.88	1
Was the solution of your problem clearly communicated to you?	17	3	3	1	1	4.36	2
If Field Services visited your workstation did they leave a note explaining what was done?	9	2	14				2
Was your problem resolved with your initial contact to DIT Support?	19	6	0				7
<u>Dept of Hist Art and Libraries</u>							
<u>Dept of Hist Art and Libraries</u>	5 Survey(s) Found						
Was the service provided in a timely manner?	0	5	0	0	0	4.00	0
Was the technician knowledgeable?	5	0	0	0	0	5.00	0
Was the problem solved to your satisfaction?	5	0	0	0	0	5.00	0
Was the technician friendly?	5	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	5	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	5				0
Was your problem resolved with your initial contact to DIT Support?	0	0	5				0
<u>Dept of Management & Budget</u>							
<u>Dept of Management & Budget</u>	16 Survey(s) Found						
Was the service provided in a timely manner?	10	5	0	0	1	4.44	2
Was the technician knowledgeable?	9	4	2	0	0	4.47	0
Was the problem solved to your satisfaction?	9	3	1	1	1	4.20	1
Was the technician friendly?	10	4	0	0	0	4.71	1
Was the solution of your problem clearly communicated to you?	9	4	2	0	0	4.47	2
If Field Services visited your workstation did they leave a note explaining what was done?	3	0	10				2
Was your problem resolved with your initial contact to DIT Support?	9	3	4				3
<u>Dept of Natural Resources</u>							
<u>Dept of Natural Resources</u>	8 Survey(s) Found						
Was the service provided in a timely manner?	7	0	1	0	0	4.75	1
Was the technician knowledgeable?	7	1	0	0	0	4.88	1
Was the problem solved to your satisfaction?	7	0	1	0	0	4.75	1
Was the technician friendly?	7	0	1	0	0	4.75	1
Was the solution of your problem clearly communicated to you?	7	1	0	0	0	4.88	1
If Field Services visited your workstation did they leave a note explaining what was done?	3	0	5				2
Was your problem resolved with your initial contact to DIT Support?	8	0	0				1

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Dept of State</u>	8 Survey(s) Found						
Was the service provided in a timely manner?	6	1	1	0	0	4.63	2
Was the technician knowledgeable?	4	4	0	0	0	4.50	1
Was the problem solved to your satisfaction?	5	2	0	1	0	4.38	2
Was the technician friendly?	7	1	0	0	0	4.88	1
Was the solution of your problem clearly communicated to you?	4	4	0	0	0	4.50	1
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	8				0
Was your problem resolved with your initial contact to DIT Support?	7	1	0				1
<u>Dept of Transportation</u>	4 Survey(s) Found						
Was the service provided in a timely manner?	3	1	0	0	0	4.75	0
Was the technician knowledgeable?	3	1	0	0	0	4.75	0
Was the problem solved to your satisfaction?	3	1	0	0	0	4.75	0
Was the technician friendly?	3	1	0	0	0	4.75	0
Was the solution of your problem clearly communicated to you?	3	1	0	0	0	4.75	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	4				0
Was your problem resolved with your initial contact to DIT Support?	2	1	1				0
<u>Dept of Treasury</u>	22 Survey(s) Found						
Was the service provided in a timely manner?	13	5	2	1	1	4.27	3
Was the technician knowledgeable?	14	4	3	1	0	4.41	2
Was the problem solved to your satisfaction?	15	3	3	0	1	4.41	2
Was the technician friendly?	15	5	2	0	0	4.59	1
Was the solution of your problem clearly communicated to you?	10	4	7	1	0	4.05	1
If Field Services visited your workstation did they leave a note explaining what was done?	3	1	18				1
Was your problem resolved with your initial contact to DIT Support?	13	9	0				4
<u>Family Independence Agency</u>	122 Survey(s) Found						
Was the service provided in a timely manner?	81	21	13	4	3	4.42	11
Was the technician knowledgeable?	81	20	11	3	0	4.56	12
Was the problem solved to your satisfaction?	86	23	6	2	2	4.59	11
Was the technician friendly?	91	16	7	0	0	4.74	9
Was the solution of your problem clearly communicated to you?	80	22	10	3	1	4.53	7
If Field Services visited your workstation did they leave a note explaining what was done?	7	1	105				2
Was your problem resolved with your initial contact to DIT Support?	74	26	17				9
<u>Friend Of the Court</u>	3 Survey(s) Found						
Was the service provided in a timely manner?	1	0	1	0	1	3.00	2
Was the technician knowledgeable?	1	2	0	0	0	4.33	1
Was the problem solved to your satisfaction?	1	2	0	0	0	4.33	1
Was the technician friendly?	3	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	1	1	0	1	0	3.67	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	3				1
Was your problem resolved with your initial contact to DIT Support?	1	2	0				1

<u>Organization / Agency</u>	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Michigan State Police	9 Survey(s) Found						
Was the service provided in a timely manner?	5	3	1	0	0	4.44	1
Was the technician knowledgeable?	4	1	1	0	0	4.50	4
Was the problem solved to your satisfaction?	5	3	1	0	0	4.44	1
Was the technician friendly?	4	2	0	0	0	4.67	3
Was the solution of your problem clearly communicated to you?	3	1	1	0	0	4.40	3
If Field Services visited your workstation did they leave a note explaining what was done?	1	2	5				0
Was your problem resolved with your initial contact to DIT Support?	3	2	3				0
Grand Totals	404 Survey(s) Found						
Was the service provided in a timely manner?	273	77	30	10	13	4.46	43
Was the technician knowledgeable?	283	70	22	5	4	4.62	41
Was the problem solved to your satisfaction?	294	69	17	6	10	4.59	38
Was the technician friendly?	315	54	12	0	2	4.78	33
Was the solution of your problem clearly communicated to you?	263	77	31	8	8	4.50	32
If Field Services visited your workstation did they leave a note explaining what was done?	66	14	305				22
Was your problem resolved with your initial contact to DIT Support?	257	90	44				43

Survey Summary Information

Waiting

0

Responded

404

Processed

0

Expired

2,339

Total : 2,743

Percent Responded / Processed - 14.73 %